

**NOTICE OF VACANCY
September 10, 2020**

POSITION: Head of Community and Outreach Experience, L-14

DEPARTMENT: Library

SALARY RANGE: \$59,308.08 - \$80,956.20

HOURS: 37.5 hours/week; 2 nights per week, Alternating Fridays and Saturdays

Position Purpose:

- Serves as the dynamic leader of Community and Outreach Experience for the Framingham Public Library, the premier resource for free inquiry, creative enrichment, and lifelong learning.
- Promotes and provides exemplary customer service to a vibrant, multi-cultural population in the City of Framingham.
- Exemplifies innovation, flexibility, collegiality and enthusiasm for all aspects of library customer service.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Has a broad array of responsibilities leading the Community and Outreach Experience for the Framingham Public Library, and plans for and provides a warm, welcoming and accessible patron experience for all library users. Assumes primary responsibility for promoting library services through marketing, public relations, and outreach activities.
- Participate in Department Head meetings and Co-chair the Adult Programming Committee. Coordinate the Adventures in Lifelong Learning Program, a nationally recognized collaboration between the Library and Framingham State University.
- Promote and support a culture of collaboration and best practices among all library staff. Actively contribute to the development of the Library Long Term Strategic Plan and the achievement of its goals and activities.
- Supervise all aspects of Community and Outreach Experience, including planning, conducting and coordinating extensive array of library programs for the Main Library and the Branch. Work cooperatively with community groups on programming for the public.
- Responsible for Library marketing and messaging initiatives. Supervise and manage the graphic design team for the Library. Coordinate public relations efforts under the supervision of the Library Director and Assistant Library Director.
- Coordinate outreach services to city, local agencies, clubs and other organizations as required. Interact with community groups to research and assess community needs and to promote Library services.
- Coordinate Library volunteer program and supervise participants. Evaluate applicants for volunteer positions.
- Provide tours and instructional sessions.

- Coordinate service to the homebound.
- Perform Reference Desk duties. Assists patrons in borrowing and using all library materials and accessing digital resources. Gives directional information. Provides information on library policies and procedures. Contributes to refinement of library policies and procedures as required.
- Participate in writing and administering outreach, programming and community services grant proposals.
- Create attractive displays to showcase and highlight library materials for patrons in all formats.
- Troubleshoot library's automated equipment as necessary.
- Work in collaboration with other departments. Foster teamwork and partnership between departments and among library staff. Welcomes staff suggestions and initiatives.
- View change as a welcome opportunity to review, assess and analyze library services. Freely shares innovation, cost efficiencies and improvement suggestions with Library Administration.
- Is pro-active in bringing emerging technologies and visions for improvement and implementation of service to the public. Stay abreast of developing technologies in patron services.
- Accurately collects and maintains library statistics as required for the ARIS report or requested by Library Administration.
- Participates on Library committees and working groups, including Minuteman Library Network Committees. Keeps up to date on library innovations and trends in service through professional journals and profession development.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps Library Administration informed of any problematic situation.
- Follows safe work practices.
- Performs related duties as assigned.

Supervision:

Supervision Received: Library Director, Assistant Library Director

Supervision Given: Up to 2 part time staff

Recommended Minimum Qualifications:

Education, Training and Experience:

- MLS from an ALA accredited institution. Three or more years' experience in library services preferred, or any equivalent combination of training and experience which provides the following knowledge, ability and skills
- Familiarity with Spanish or Portuguese desirable

Knowledge, Ability and Skill:

Knowledge: Integrated Library Systems (ILS), Innovative Sierra preferred. Library automation and technologies. Computers. Customer service. Collection development.

Ability:

- Interact effectively with patrons. To work under pressure.
- Exhibit humor, tact, flexibility, and initiative.
- To learn new software and hardware quickly.
- Embrace change and contribute to the overall mission of the library.

Skill: Public speaking, writing and organizational skills. Programming and presentation. Graphic design.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 40 pounds.

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